

## **CIO Council Meeting Minutes** **- November 21, 2002 -**

The November meeting was held at the Grimes building north conference room.

1. **Welcome and Introductions** – Leon Schwartz welcomed everyone to the meeting and asked everyone to introduce themselves.

2. **ICN Update**

Phil Groner provided the following updates:

- Distributed and discussed the FY04 video rate card effective July 1, 2003 and indicated that the commission will review the rates again in January.
- Vendor presentations will be held on December 5<sup>th</sup> and 6<sup>th</sup> based on the responses to the wireless RFI. Contact Linda Valdez if you are interested in attending.
- ICN is reviewing internet RFP.
- ICN is hosting training on the new on-line accounting system.

3. **ITD Update**

Lorrie Tritch provided the following update:

- The ITD Customer Satisfaction Survey is currently being conducted. Please contact Debbie O'Leary if you were not contacted and would like to participate.
- ITD has an Internal Customer Service Redesign Team reviewing ITD projects and service level agreements to standardize and create points of accountability.
- ITD has an Internal Billing Team reviewing Pace and other billing processes to streamline and enhance billing processes.
- Rich Varn requested that a Document Management Team be established to look at document and knowledge management. Dan Combs is the contact. The findings will be shared at the next CIO meeting.

Debbie O'leary provided the following update:

- A MOU is being finalized with AFSCME regarding the process for filling charter related positions. A draft proposal was shared with the CIO Council.
- Discussed the proposal from the Program Elimination Committee.
- Discussed the Department of Administrative Services (DAS) study report timeline.

**4. Email and Server Charter Issues**

Debbie O'Leary and CIO Council Members discussed e-mail charter service components and costing methodology. ITD will develop a document on the benefits and costing methodology for active directory. Lorrie Tritch will schedule a special meeting for the server charter review in 2 – 3 weeks.

**5. Standards "Lesson Learned"**

Doug Kerns presented the attached presentation regarding Enterprise Standards. If you are interested in working with Doug to review the standards process, please contact Leon.

**The Next CIO Council meeting is scheduled for December 19th from 1:00 – 3:00 p.m. in the 1<sup>st</sup> Floor Grimes North Conference Room.**